

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: M.L. Denham et al. Attorney Docket No.: 121122  
Application No.: 10/668043 Art Unit: 3629 / Confirmation No.: 7296  
Filed: September 22, 2003 Examiner: M.L. Brooks  
Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER  
SERVICE UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT

Seattle, Washington 98101

May 6, 2009

TO THE COMMISSIONER FOR PATENTS:

INTRODUCTORY COMMENTS

Please replace the section titled **Amendments to the Claims**, as submitted on January 15, 2009, with the listing of the claims beginning on page 2 of this paper.

**Remarks** begin on page 11 of this paper.

LAW OFFICES OF  
CHRISTENSEN O'CONNOR JOHNSON KINDNESS<sup>TM</sup>  
1420 Fifth Avenue  
Suite 2800  
Seattle, Washington 98101  
206.682.8100